

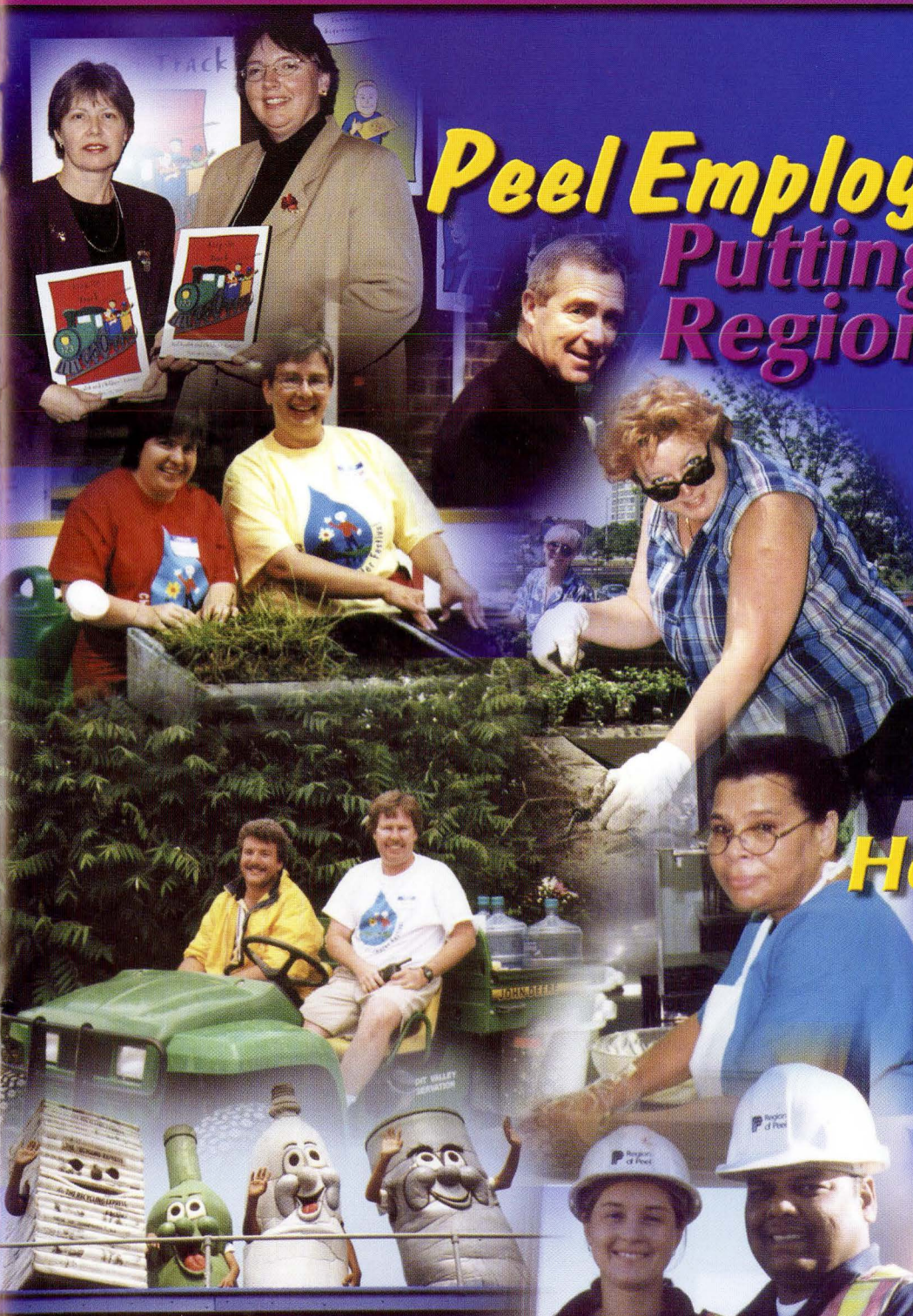
Volume 01

April 2000

*Premier
Edition*

Inside Peel

Produced for the employees of the Region



Peel Employees Putting Our Regional Values Into Action

In Pursuit of Quality

Homelessness

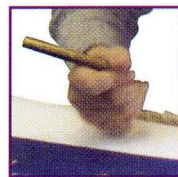
Governance

Trying to lose that spare tire?Let Public Works take it off your **WASTELINE**
SEE BACK PAGE FOR DETAILS... **Region of Peel**
Working for you

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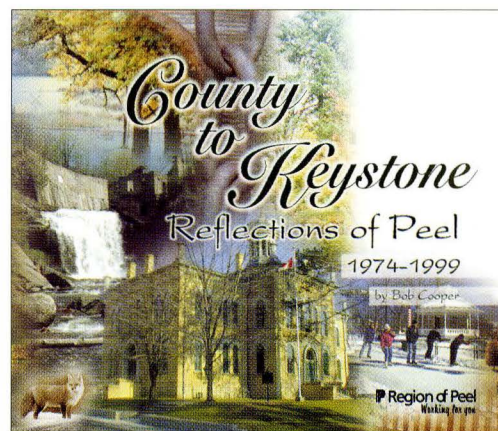
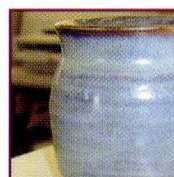
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They say you are what you wear. What does your favourite mug tell about you?

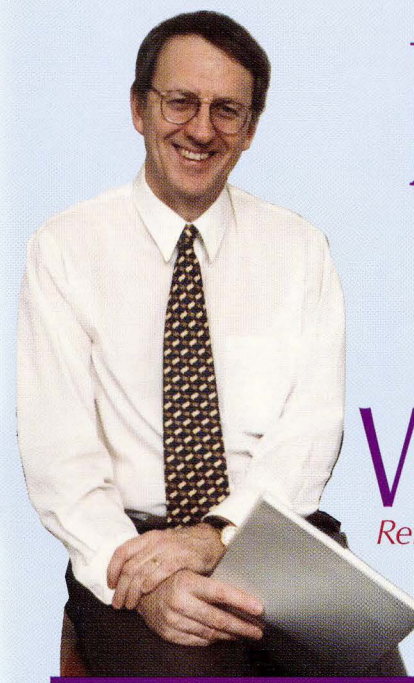


The Region's commemorative 25th anniversary book offers a look at the history of the Region from its creation to the present. It will be available through Access Peel at Ext. 4636 or the Chair's Office at Ext. 4310.

Produced in April, August and December by Communication Services.

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Message From the CAO

Welcome to *Inside Peel*. I am very pleased to see this next step in the evolution of one of our most important internal communication vehicles, our corporate newsletter. Many of us remember fondly the days of *Reflections* and many more have learned about Peel and the accomplishments of teams and individuals through *Staffer*. We have now taken an exciting jump forward.

With the introduction of our new intranet, Pathways@Peel, we have a powerful tool to keep employees literally "up to the minute" on news and events. Concise stories are linked to other much more comprehensive documents, giving us the ability to decide how much information on a given topic we wish to read.

Inside Peel becomes an important complement to Pathways@Peel. We have invested the savings from *Staffer* in a magazine all our own that celebrates the people whose work, imagination and spirit make up the best Regional government in all of Canada.

Read features on exciting new projects and achievements. Alongside these, enjoy a humorous look at the little things that give our workplace character. Submit story ideas that you would like to see covered. As with its predecessors, *Inside Peel* will be written by Regional employees, for Regional employees.

We have decided to send *Inside Peel* to your home three times a year to encourage you to share your Region of Peel family with your own family. I know the sacrifices we make to ensure that our work receives our best effort, and I know that our families must balance work demands and homelife. We are proud of what we do as professionals, and it's important that we give our families a look "inside".

I hope that this magazine gives you and your family things to talk about as we move forward together.

Roger Maloney
Chief Administrative Officer

Inside Peel A New Publication For You!

In your hands is the first issue of *Inside Peel*. It's still very young and it needs your input and feedback to become what you, Regional employees, want it to be. Tell the editorial team what stories you would like to read and how we can improve the publication to suit your needs.

We also would like to use your ideas for our future stories. Tell us about your projects, successes and achievements, about how your team contributes to improving customer service and bringing to life our Regional Values.

Contact the editorial team with your ideas or any address change at (905) 791-7800, Ext. 4575 or Ext. 4669, or via e-mail at golovanovat@region.peel.on.ca or hodkind@region.peel.on.ca.

Looking in from the outside

Regional Values in the workplace

By Ivana Di Millo

Imagine if the Region of Peel and its employees were being observed by a group of visitors interested in learning about how things worked in Peel. It is not as strange as you may think; it happens every day in the field, in offices and workplaces throughout the Region. It happens when residents observe a Public Works crew repair a broken watermain or when a Transhelp driver picks up a customer. What they see says a lot about our Regional Values.

By now, employees have seen the Regional Values appear on posters, Council Reports and even screen savers on computers. Most recently, they were incorporated into the Region's Together We're Better Awards categories. These are simple ways that allow employees to see Regional Values in action. More important than that however, is that employees are expressing these values in their day-to-day work habits and yet most of the time these actions go unnoticed.

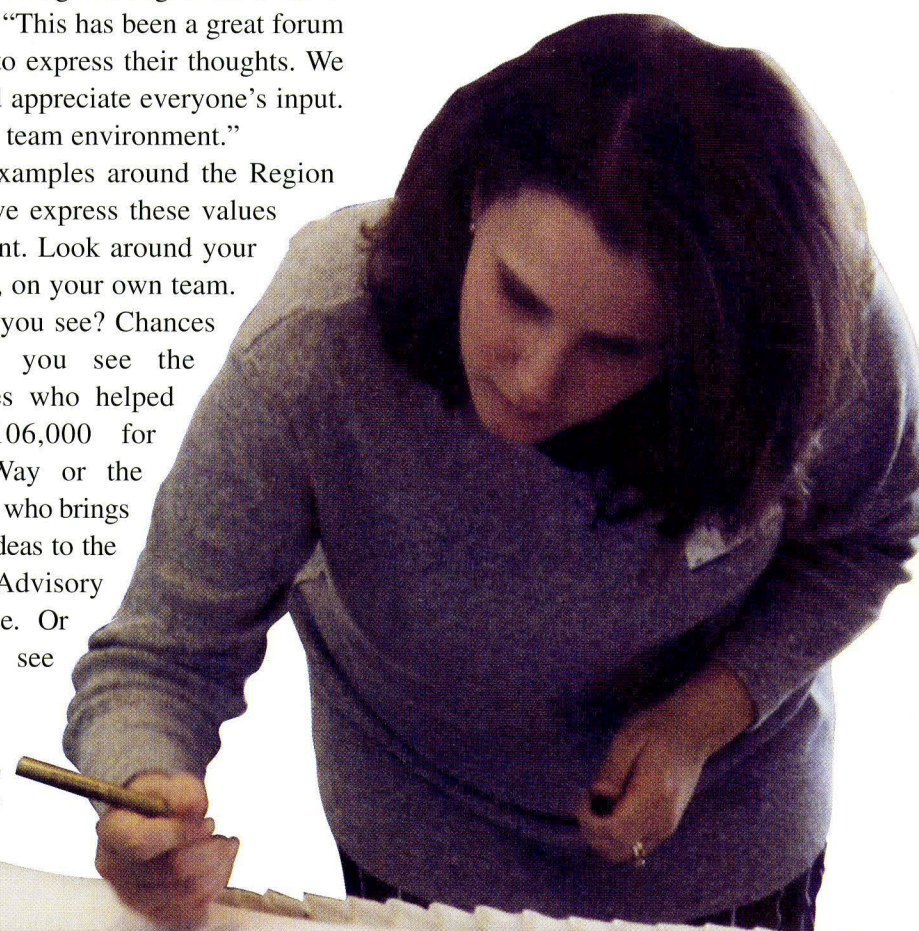
For the Ontario Works group who recently participated in a staff day, having each employee sign the Regional Values poster represented their commitment to upholding the values. Staff in Social Services set up a Wellness Project Team to further offer employees a supportive and respectful environment. According to committee member Ching Hsiung from Seniors Services, "This has been a great forum for staff to express their thoughts. We listen and appreciate everyone's input. It's a real team environment."

The examples around the Region of how we express these values are evident. Look around your own area, on your own team. What do you see? Chances are that you see the employees who helped raise \$106,000 for United Way or the employee who brings forward ideas to the CAO Advisory Committee. Or you may see

the employees who do their jobs each day with professionalism, dedication and pride. And while most of us may not always be able to list our values, we feel them and live them each day.

NOTE: We will have some fun in the upcoming months by quizzing employees on the Regional Values. Watch for details on Pathways@Peel.

Karen Wray
Ontario Works



In Pursuit of Quality

By Tatiana Golovanova

The snow piled high at one of the industrial sites after bombarding the ground all night long. Its thick white blanket covered everything in site, including a sanitary sampling manhole, making it difficult for Public Works Sampling Technicians to take industrial wastewater samples. This time, a team of two had to be resourceful by using a metal detector to locate the manhole and proceed with their task.

Not every work day may be as challenging for Sampling Technicians at the Environmental Control section of Public Works. However, be it rain or shine or snow, they are in the field with their vans and equipment taking samples of industrial effluent, groundwater and landfill leachate. On average, Sampling Technicians obtain more than 3,000 samples a year.

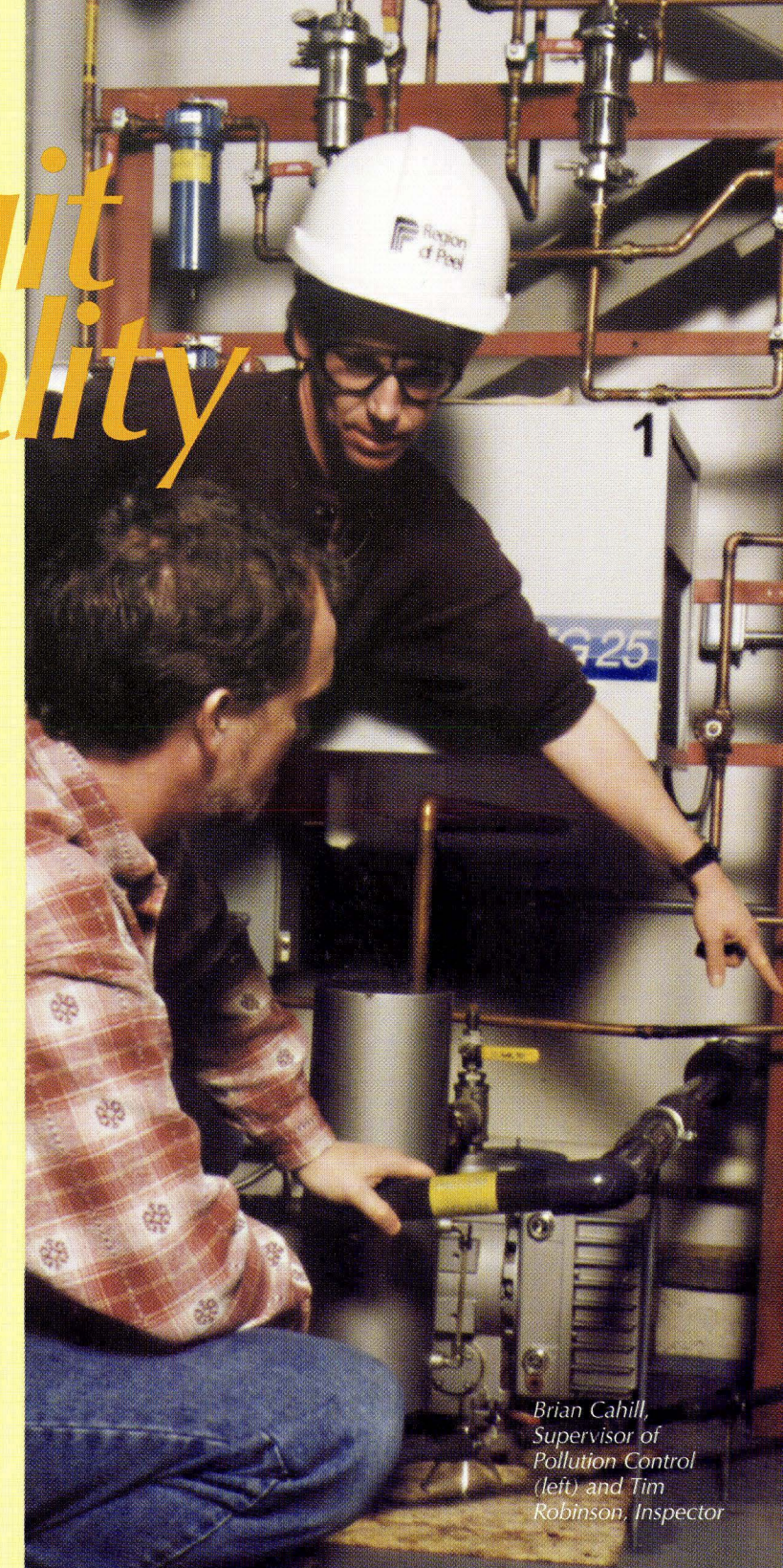
Sampling is only one of the functions of the Environmental Control section, which is part of the Operations and Maintenance division of the Public Works department. The section has 23 employees including five Sampling Technicians, five Inspectors, six Lab Analysts, and a Technical Analyst for quality assurance/quality control. The section's primary role is the enforcement of the Region's sanitary sewer use by-law 90-90 through an aggressive inspection program supported by sampling and laboratory analyses.

"Inspectors visit all commercial and industrial facilities in the Region of Peel on a regular basis to ensure that the companies comply with the by-law," says Brian Cahill, Supervisor of Pollution Control. "Where necessary, the inspector places a company on the regular sampling program. If a company violates the by-law, it becomes subject to a four-stage enforcement procedure, which could result in prosecution in Provincial Offences Court."

The inspectors also inspect Regional facilities including Public Works yards to ensure that the Region of Peel complies with its own by-law.

When samples are taken, they are brought to the laboratory

Please see *In Pursuit* pg. 7



Brian Cahill,
Supervisor of
Pollution Control
(left) and Tim
Robinson, Inspector

They inspect, sample and test to preserve the environment in Peel. This team is all about quality, precision, and responsibility.

HR UPDATE:

EAP – It's there when you need it

You're not alone. Everyone can benefit from emotional support during a particularly stressful period. That's why the Employee Assistance Program (EAP), a confidential information, counselling and referral service is available to all regular full-time and regular part-time employees of Peel and their family members.

The EAP provides 24-hour direct access to experienced professionals trained to help you resolve personal and work-related issues or concerns before these problems can affect your health, family life and/or job performance.

Confidential assistance is provided by Family Services Employee Assistance Programs, an outside organization which offers counselling services at 900 offices across Canada and the United States.

You can access help over the phone or can arrange to meet with a counsellor by calling the Family Services 24 hour toll-free number – 1-800-668-9920.

The EAP is available to assist with personal and work-related concerns such as stress, relationship issues, eldercare and childcare, addictions, harassment, separation and loss, parenting issues, balancing work and family, and financial and legal issues.

Working through a difficult period can be eased somewhat by accessing the EAP. It's there for you and your family.

NQI and the Region of Peel

By David Hodkin

"When everyone has the right information and understands the impact of different activities on the bottom line, they can all help improve the business. This is Business Intelligence."
Cognos

In 1999, the Region of Peel became a member of the National Quality Institute (NQI). Regional Chief Administrative Officer (CAO) Roger Maloney was asked about NQI and the benefits the Region will derive from this partnership.

What is NQI?

NQI is a non-profit group of Canadian public and private sector corporations that looks at how well organizations operate and how they can continuously improve. It provides education, research and assessment of business practices and performance and recognizes top achievers through its sponsorship of the Canadian Awards of Excellence. These awards recognize superior customer service and employee satisfaction.

Why did the Region become involved with NQI?

We do a lot of great things, but we always want to be looking at ways of doing things better. Members of NQI are recognized business leaders like the Management Board of Ontario, Nortel and IBM, to name a few. Many of the private sector member companies have maintained a strong foothold in their respective marketplaces because of their continuous push to be one step ahead of the other guy. We can learn how these partners are succeeding by what they do and incorporate this into our services. As well, we can gain recognition as a proven leader in municipal service delivery. This is especially important in today's changing climate of governance. We have a big stake in showing how well two-tiered government works.

How do we get assessed?

There's self-assessment and peer review. NQI established a set of quality principles and a framework of criteria it refers to as a road map for quality improvements. Part of this framework is the Quality Fitness Test. We'd use it by putting together a team of managers from all sectors within the Region to do a check-up of a particular service area and identify what's working well and any "quality gaps". Then we'd develop an improvement plan. The peer review involves a similar process in which senior managers from NQI member corporations put us through a fitness test. The learning process also involves a series of leadership seminars.

How are Regional employees affected by these assessments?

I'm aware that these evaluations may be seen as adding to the stress of getting work done. I'm very conscious that people are busy. I want us to walk before we run. That's why we've begun this process with a volunteer. Transhelp agreed to go through a peer review in March. Transhelp is a great example of good work at the Region. Its costs are lower than similar services in Ontario. It's been innovative in such things as introducing the use of taxis to supplement the Regionally operated buses. We can learn from Transhelp's experience in this process to prepare other areas for similar processes – to see

how we serve our customers and how we know we're serving them well.

What do you hope we get out of this?

I can't emphasize enough how well we do things, but I see quality as a journey. As a member of NQI, we're able to measure ourselves against the best and establish benchmarks to continuously improve. We also want to be recognized for what we do. We've surpassed provincial service targets in social services, public works and public health. We need to promote these things to our customers, so they understand what we do. Comparison to the best will only help raise awareness of how well we serve the citizens of Peel.

In Pursuit of Quality

continued from pg. 5

at the Wolfedale Yard to be analyzed by the section's Laboratory Analysts. This team of chemists and chemical technicians, supervised by Janet Dickson, conducts a variety of analyses for compliance with the by-law. They also analyze samples for other divisions or sections within the Public Works department for compliance with provincial regulations or guidelines.

Dressed in white lab coats and wearing safety glasses, Lab Analysts work with sophisticated state-of-the-art equipment. Their supply cabinets and storage room are stocked with colourful bottles with tongue-twisting names such as dichloromethane and many others.

"The laboratory routinely performs 50-60 different analyses for various elements and compounds," says Janet. "The scope of testing ranges from simple tests such as pH to complex analyses for PCBs. The laboratory is capable of testing for over 300 analytes in any one sample. In 1999, we performed over 21,000 tests."

Another member of the Environmental Control team is the Technical Analyst for quality assurance/quality control who is independent of the laboratory. This member of the team

ensures all laboratory procedures are followed, confirms all data for accuracy and regularly audits the laboratory for compliance with Canadian Association of Environmental Analytical Laboratories' requirements. The Technical Analyst also ensures that the Sampling Technicians follow proper sampling practices.

In addition, the Environmental Control section manages the Region's Spills Program. Each of the five Inspectors participates in the on-call program and, for a week at a time, is available around the clock to respond to a spill.

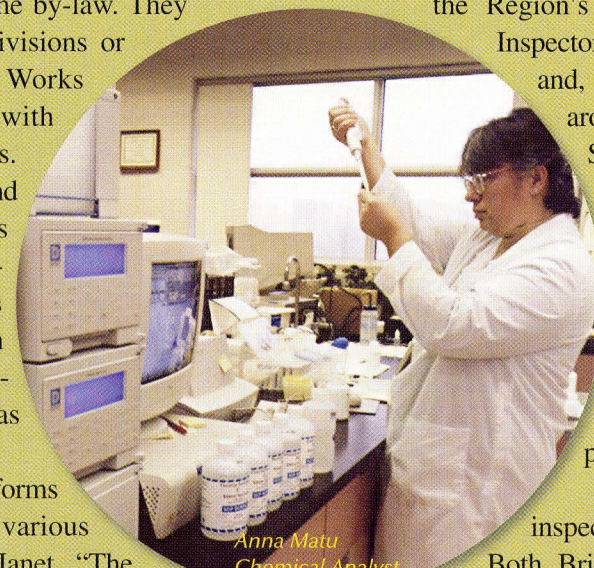
Special oil-absorbent booms and pads are always ready to be used and are stored at the section's Wolfedale facility in case of minor spills.

Inspectors are also involved in the Outreach Program, attending schools and giving presentations to students on how to preserve and protect the environment.

So what qualities does it take to be an inspector, work in the lab or take samples?

Both Brian and Janet agree that having the proper educational qualifications as well as being a good communicator, detail-oriented, organized and inquisitive are the key skills that all team members must possess.

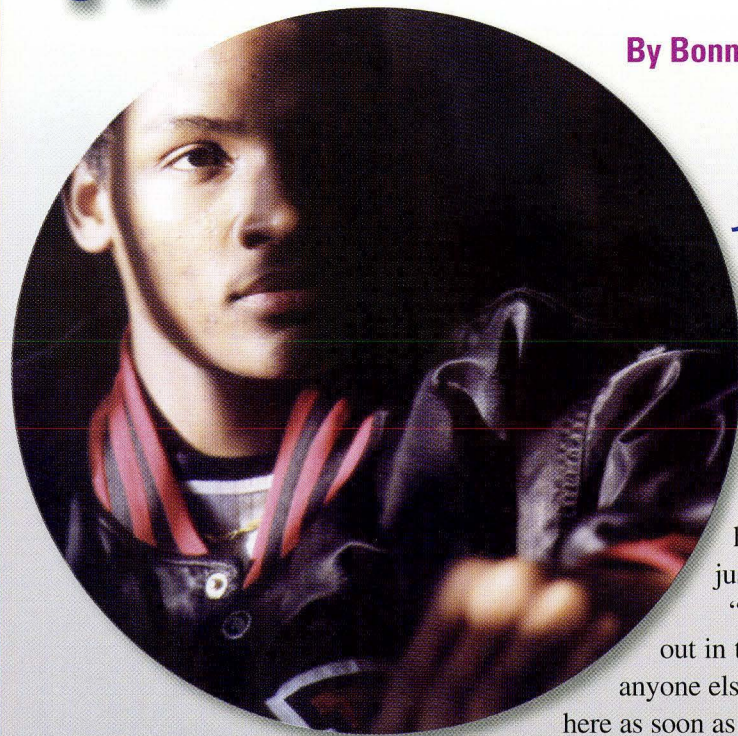
At the Environmental Control section they do have these skills. They make a strong team of professionals whose dedication and commitment to quality work help preserve our environment in Peel.



Anna Matu
Chemical Analyst

Homelessness in Your Neighbourhood

By Bonnie Shulman



Jason, 17, sits in the large sunlit common room of the new Mavis shelter on Mavis Rd. at Dundas and drums his hands on the table. He loves music and has a part-time job selling CDs. He has another part-time job in a factory. Neither job pays enough to put together first and last month's rent. All Jason has at the moment are two plastic bags with some personal belongings and bus tickets provided by the shelter staff so that he can get to work. He doesn't have an education, having dropped out of school in Grade 10. He doesn't have a relationship with his mother. She asked him to leave the house three days ago. He came straight here, and is eager to leave, but not because he doesn't like it. He just thinks there are people who need his bed more.

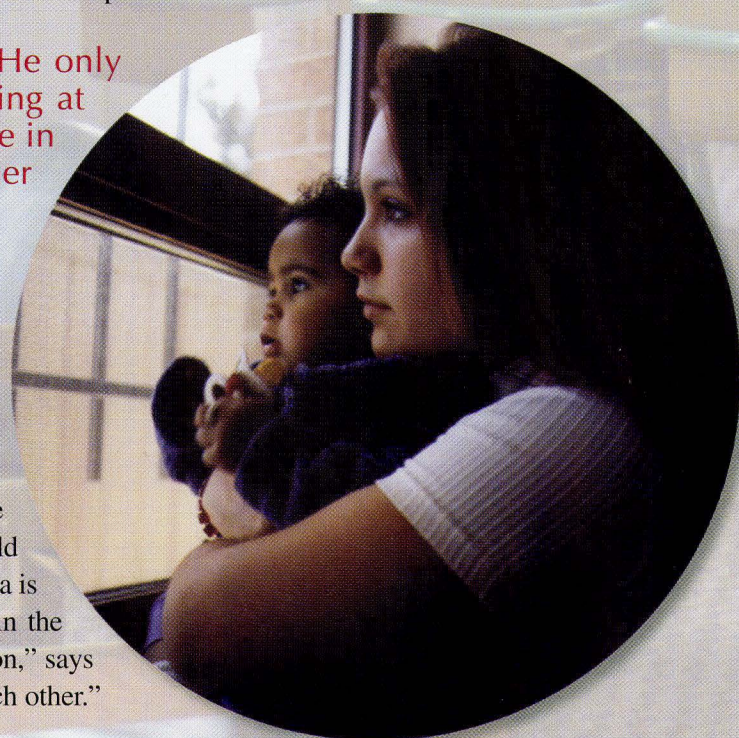
"I thank the government for building this place," he says. "I was out in the cold for a while, and that's not something I would wish upon anyone else. I know there are people out there now, and I want to get out of here as soon as I can to give someone else the chance to get it together."

Jason is negotiating with some of the other shelter residents to pool resources to obtain a permanent place to live. In the meantime, he's grateful for three meals a day, a clean place to sleep, the companionship of others in his situation, and the support of staff who care. "This place is amazing," he says. "It is safe here. There are rules, you have to be respectful and you don't swear. That's good. It's important to be polite."

Jason is relatively lucky, for a homeless teen. He only has himself to worry about. Veja, who is staying at the Salvation Army Family Life Resource Centre in Brampton, has to make a life for herself and her 13-month old daughter Aliyah.

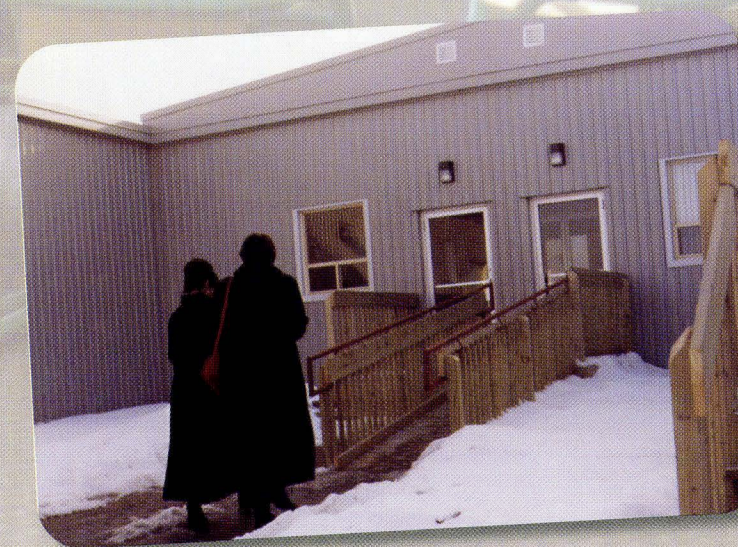
The baby's father abandoned Veja and does not pay support, and Veja's relationship with her own family was plagued with hardship. Veja decided to leave. She wants independence and responsibility. This is her first week in the Salvation Army shelter, and she appreciates the help she gets here, including counselling and the access to agencies that can help her complete her education, find a job and a place of her own.

"I want my daughter to see me succeed," says Veja. She says she wants to be a paralegal, to help other single mothers obtain child support from dads who abandon their responsibilities. For now, Veja is taking one day at a time, coping with the stress of being alone in the world with her daughter. "She was given to me by God for a reason," says Veja. "My father left, and her father left, but we'll always have each other."



Steven, who asked us not to use his real name, is 30 years older than Veja but he too is anxious to begin life outside of a shelter. He came to Canada from Jamaica as a teenager, and, eager to begin earning a living, lied about his citizenship status. He worked as a counsellor, helping homeless people, and after years of service to the community he grew increasingly uncomfortable living a lie. He turned himself into the authorities, and now, as he waits to become an official Canadian citizen, he finds peace and comfort in the Rutherford Road shelter. He talks to other residents, giving them encouragement and support. He reads from his Bible, which he keeps at hand.

"I've worked in other shelters across Ontario," he says, "so I know how lucky I am to be in this one. The staff from the Region and from the Salvation Army treat us as people, not as numbers. I can't say enough about how good they are to us. A lot of people are here because they lost their jobs, or suffered a misfortune. When they come here, they are treated with love."



Emergency Shelters in Peel

The Region operates two shelters, at Rutherford Road in Brampton and Mavis Road in Mississauga, and plays an important role in supporting residents at all other shelters in Peel. Staff from the Ontario Works in Peel Special Services Team visit each shelter to take applications for assistance.

Rutherford Road:
40 beds-men only

Mavis Road:
40 to 60 beds-men and women

Other shelters in the community are:

Interim Place I:
18 beds-women and children;
majority from abusive relationships

Interim Place II:
21 beds-women and children;
majority from abusive relationships

Family Life Resource Centre:
55 beds-families, sole support
parents, singles;
some units for those from
abusive relationships

Rosetown Inn:
Overflow when shelters are full;
other special circumstances

St. Leonard's House:
10 beds-chronically homeless
men only

Another Step Along the Governance Debate

By Mike Goldrup

Imagine one hundred balloons in a race where the winner must navigate the winds to land on a specific target, and you may gain a high-level concept of the many positions in the slow-moving debate on governance reform in Ontario.

Of course, the problem with "the winds of change" is that despite our best efforts, we may not be able to chart our own course.

When the Progressive Conservatives swept into Queen's Park in 1995, their Common Sense Revolution called for sweeping reforms to provincial and municipal government structures, service responsibilities and spending. Since that time, the size of the provincial ministries has been significantly reduced, and the number of Ontario municipal governments has been cut by some 300.

This kind of change sounds unprecedented, but in fact history has seen reform efforts such as this before – the most recent coming in 1974 when the Ontario government and municipal leaders of the time worked out amalgamations that resulted in, among others, the Regional Municipality of Peel. Back then, we moved from 10 local municipalities in the former County of Peel to three. Clear roles and responsibilities were set out for Regional government that ensured quality services would be delivered with savings gained from crossing these area municipal boundaries.

Since 1995, we have witnessed the amalgamation of the cities and the metropolitan government that made up the former Metropolitan Toronto into the new City of Toronto. And the province is now working with leaders in Sudbury, Ottawa, Haldimand-Norfolk and Hamilton to finalize amalgamations in those areas. We continue to watch these reforms with great interest. The province has been clear that these reform efforts must produce systems that provide greater efficiencies in service delivery while maintaining taxpayer accessibility and reducing duplication and barriers to business and economic growth.

In the Greater Toronto Area the abundance of governance solutions being sent skyward into the larger debate over the past five years has been nothing short of incredible. All of these share the conclusion that their solution will deliver on the province's stated principles for reform – and yet the debate continues.

On March 2, 2000, Peel Regional Chair Emil Kolb and Chief Administrative Officer Roger Maloney presented a report to Regional Council titled "Building Tomorrow's Government Together". This report outlined an eight-point action plan to continue to shape the evolution of municipal government in the Region of Peel. In summary these are:

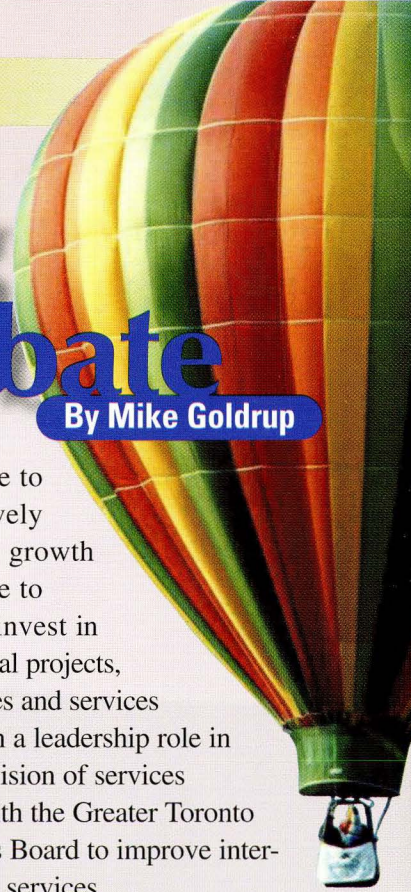
- reduce the number of elected officials
- continue to rationalize municipal services
- market the Region of Peel government and how it works

- continue to proactively manage growth
- continue to jointly invest in municipal projects, processes and services
- maintain a leadership role in the provision of services
- work with the Greater Toronto Services Board to improve inter-regional services
- continue to seek partnership opportunities with public and private sectors.

In his remarks, Chair Kolb said: "As Regional Chair, I have been proud to act as a catalyst and helping hand to seize opportunities to work together with our Mayors and Regional Councillors for many joint successes that have made the Region of Peel stronger. Two-tier municipal government in the Region of Peel works well...The key element that the Region of Peel brings is well managed services and a vision for our growth that are the backbone to our high quality of life, now and in the future."

Regional Council voted on March 9 to defer the report to the Cities of Brampton and Mississauga and the Town of Caledon for comment within 90 days.

While nothing is certain and the winds of change have yet to set a governance reform decision before us, the Region of Peel is taking a lead in the discussions and offering a strong vision for the continuing refinement and strengthening of our municipal government system and its services to the public.



Travel The World - No Passport Required

By Ramona Perini



Take a look around your workspace. Does it reflect your personality? Have you taken the time to add your own personal touch to your workstation or does it look the same as when you first moved in? Some people, like Deborah (Deb) Boychuck in Finance, have gone the extra mile to make sure her office reflects what she likes best – travel.

Deb has over 300 postcards from all over the world posted on the walls of her office. Though she wishes she had personally visited each location, she says that most of the cards were sent to her by family, friends and co-workers as they travelled.

If you're planning a vacation and undecided about where to go, stop by Deb's office and check out your options. Visiting her is an experience: one can see the ancient pyramids of Egypt, the calming water of a turquoise ocean, or the magnificent and powerful Swiss Alps.

While Deb used most of her wall for her collection, she has also allocated space for important work documents. "Although I need some space for posting work related material, there is always room for another postcard, so feel free to send them to me," says Deb.



Mugs R Us

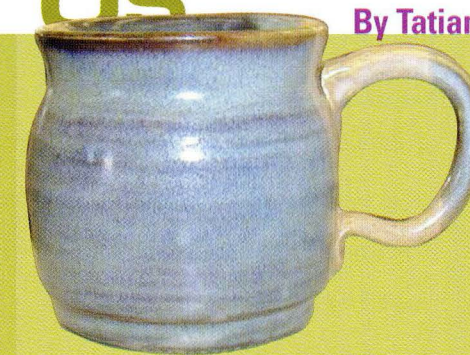
By Tatiana Golovanova

It's a fact that the way people dress tells a lot about them. What about their mugs? Maybe or maybe not, you say. Well, whatever your opinion is, coffee, tea or hot chocolate taste so much better when we use our favourite mugs or cups.

Here, at the Region, our employees have some very interesting mugs and stories about them.

"I got my favourite cups and saucers from my grandfather when he passed away," says Carmel Roberts from Ontario Works. "This set travelled with me across Canada from Newfoundland to British Columbia and is a wonderful memory of my grandparents. I have a cup of tea in one of those cups twice a day. Drinking tea from these cups helps me relax and unwind."

Karen Bieri's mug gets a lot of attention, especially from the men



This fabulous mug belongs to Darlene McMahon from the Planning department. Darlene is very proud of it because she made it herself.

she works with. The saying on her mug is "Of course women don't look as busy as men... We do it right the first time!" Karen, who works in Public Works, says that this saying is often a subject of interesting conversations with her co-workers.

Lesley Radman, also from Public Works, drinks a lot of tea and says

that her mug is with her everywhere she goes. Lesley's beautiful green mug has a dragonfly on it and gets compliments from everyone.

Sometimes, your favourite mug can bring some additional expenses. Public Works' Ken Chartrand, for example, is charged an extra 25 cents every time he buys coffee in the cafeteria. His mug, a gift from his daughters, is huge. So much coffee, he says, is a guarantee to wake him up in the morning.

Okay, what about funny or goofy mugs. Well, Gladys Browning from Public Works has one. Her mug has a picture of her idol on it with a green hat, sparse hair, big eyes, shiny teeth and the most adorable face. Gladys got this mug from her goddaughter who brought it from Disney World. Can you guess Gladys' idol?

Media Clippings and Events!

**New homeless shelter
more than place to stay**
Mississauga News

Region upgrades computer system
Brampton Gaurdian

**Waste
deal to
save
millions**
Mississauga News

**Peel credit rating
tops CAO claims**
Mississauga News

**Region
approves
budget**
Brampton Gaurdian

**Raising tax on cigarettes
is the goal of Peel council**
Brampton Gaurdian

Peel wins award for reservoir
Caledon Citizen

**Peel
freezes
property
tax rate**
Toronto Star

January 20
Reopening of Council
Chambers and Lounge

January 27
Region presents 2000 Budget to Council

February 14
Grand Opening of the Mavis Shelter

February 15
Groundbreaking Ceremony for Etobicoke Creek,
Sewage Upgrade and Valley Renewal

February 20
Heritage Day at the Peel Heritage Complex

February 29
14th Annual Environmental Awareness Seminar for Business

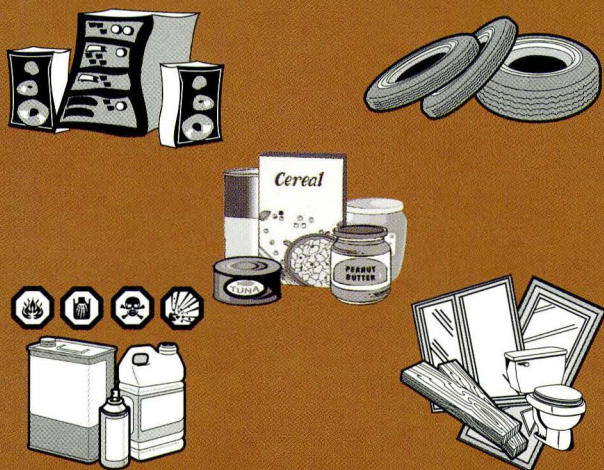
March 1-31
Region Celebrates Nutrition Month

April 11
Volunteer Recognition Night

April 16-22
Organ Donor Awareness Week

THERE'S LOTS OF RECYCLING GOIN' ON IN PEEL.

Bring your reusables and recyclables to the next Environment Day!



ENVIRONMENT DAY 1999 QUICK FACTS:

Reusable goods collected for Goodwill in Mississauga	8.62 tonnes
Reusable goods collected for Salvation Army in Brampton	2.05 tonnes
Blue boxes sold/exchanged	2620
Composters sold	312
Reusable building materials collected	2.8 tonnes
Compost given away	139.5 tonnes
Food bank donations	1590 kg.
Participants at the three Environment Days	5699

SPRING ENVIRONMENT DAYS 2000:

Date: Saturday, April 29
Location: Gordon Graydon Memorial Secondary
 School
 1490 Ogden Ave., Mississauga
Time: 8:30 a.m. - 3 p.m.

Date: Saturday, May 13
Location: Brampton Centre for Sports and
 Entertainment
 7575 Kennedy Rd. S., Brampton
Time: 8:30 a.m. - 3 p.m.

Questions? Call the Region of Peel's **WASTELINE** at (905) 791-9499
 For long-distance areas in Caledon call toll-free (905) 584-2216
 and ask for the **WASTELINE**

Region of Peel
 Working for you